

■ Conflict Resolution In-Service

*You would
not have a job
if there was
no conflict*

Here are some materials and handouts to provide a foundation for a staff in-service training on conflict resolution. “How Much of my Job is about Conflict Resolution” allows staff to start seeing the inevitability of conflict on center. There is likely to be a spirited discussion as to whether people would be employed at Job Corps if conflict was nonexistent. “Think Back” encourages staff to think about our students’ backgrounds, in an attempt to improve understanding of how our students approach conflict. “Good Times, Bad Times” offers tips for when to avoid conflict, and ideas for staff to learn how to de-fuse their own frustration. “Personality Conflict-Staff” describes how certain students may have conflicts with staff, with suggestions for recognizing the problem, relevant goals, and strategies. Add your own handout or discussion of useful conflict resolution techniques and you’ve created a strong presentation for conflict resolution.

Feel free to print and copy, but we ask that you keep the author’s reference at the bottom of the page.

How Much of My Job Is about Conflict Resolution?

Identify at least one conflict which creates your job, or which you are paid to solve on a daily basis.

Identify one conflict which only occurs infrequently, i.e., not daily.

What can you do to keep yourself on-center when these conflicts occur?

■ Conflict Resolution In-Service (Cont.)

THINKING BACK

What is the history of conflict for many of our students?

What would happen during conflict in their lives?

What do they expect will happen during conflicts at Job Corps?

What can we do to help students with centering?

Good Times, Bad Times (for conflict resolution)

- Not-so-hot Times
- End of Day
- When you are ill (e.g., headache) or the other person is ill.
- When you are hurried
- When you are feeling personally attacked

Improving the Opportunity for Successful Conflicts

- Know when to take a time-out from the midst of a conflict
- Know when to blow-it-off (pick your battles)
- Know when to act quickly
- Remember the value of saying “OK with me” to others